

KSAs
Program Analyst
GS-343-11

1. Knowledge of qualitative and quantitative techniques for measuring effectiveness, efficiency, and productivity of assigned programs.
2. Knowledge of Students Channel goals, programs, policies, and current initiatives in order to analyze their impact on programs.
3. Skill in conducting studies, analyzing findings, and making recommendation to management.
4. Ability to identify procedural problems in program operations.

KSA WEIGHTING SHEET

MPP#

Position Title, Series, and Grade Program Analyst, GS-0343-11

Organizational Location ED/SFA/Students Channel/Immediate Office of the General Manager

Weights established by Jennifer Douglas

Date xxx

<u>KSA</u>	<u>Weight</u>
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2. Knowledge of Students Channel goals, programs, policies, and current initiatives in order to analyze their impact on programs.	
3. Skill in conducting studies, analyzing findings, and making recommendation to management.	
4. Ability to identify procedural problems in program operations.	

Note: Weights must total 10. The weight for any one item can range from 1.0 to 4.0 in increments of 0.5.

Name of Selecting Official Jennifer Douglas, General Manager, Students Channel
Building and Room # ROB-3, Room 5050 Telephone 202-708-9951

KSA #1 Title: Knowledge of qualitative and quantitative techniques for measuring effectiveness, efficiency, and productivity of assigned programs.

Points

Points: 4 SUPERIOR knowledge is indicated by: Experience determining data collection methods; analyzing regulatory, policy and resource problems; defining conclusions; recommending solutions; and coordinating implementation of management decisions. Experience conducting and coordinating management studies to evaluate programmatic and/or organizational effectiveness and efficiency; and experience defining issues and parameters.

Points: 3 HIGHLY SATISFACTORY knowledge is indicated by: Experience collecting and organizing a variety of data; analyzing programmatic, organizational or administrative issues; and presenting findings. Experience conducting management studies to evaluate programmatic and/or organization effectiveness and efficiency.

Points: 2 SATISFACTORY knowledge is indicated by: Experience collecting a variety of data; analyzing any aspect of programmatic, organizational or administrative issues; experience carrying out key activities of major management studies; and presenting findings.

Points: 1 BARELY ACCEPTABLE knowledge is indicated by: Limited experience with data collection and analysis techniques relating to any work-related issue.

Signature: _____ Date: _____

KSA #2 Title: Knowledge of Students Channel goals, programs, policies, and current initiatives in order to analyze their impact on programs.

Points

Points: 4 SUPERIOR skill is indicated by: Knowledge of policies, goals and initiatives to strengthen Students Channel mission critical functions, including customer service, aid awareness, application processing and student credit management. Knowledge of current issues that impact Students Channel program and organization planning and implementation.

Points: 3 HIGHLY SATISFACTORY skill is indicated by: Knowledge of Students Channel mission, goals, organization structure and key stakeholders

Points: 2 SATISFACTORY skill is indicated by: General knowledge of Students Channel mission and goals. Knowledge of any current issues impacting Students Channel operations.

Points: 1 BARELY ACCEPTABLE skill is indicated by: Awareness of knowledge of Students Channel activities.

Signature: _____ Date: _____

KSA #3 Title: Skill in conducting studies, analyzing findings, and making recommendation to management.

Points

Points: 4 SUPERIOR ability is indicated by: Experience conducting and coordinating management studies to evaluate programmatic and/or organizational effectiveness and efficient; and experience defining issues and parameters. Experience making recommendations to management.

Points: 3 HIGHLY SATISFACTORY ability is indicated by: Some experience conducting/coordinating management studies to evaluate programmatic and/or organizational effectiveness and cy Some experience making recommendations to management.

Points: 2 SATISFACTORY ability is indicated by: Experience participating in management studies to evaluate programmatic and/or organizational effectiveness and efficient.

Points: 1 BARELY ACCEPTABLE ability is indicated by: Limited experience with data collection and analysis techniques relating to any work-related issue.

Signature: _____ Date: _____

KSA #4 Title: Ability to identify procedural problems in program operations.

Points

Points: 4 SUPERIOR skill is indicated by: Significant experience in identifying procedural problems in Students Channel operations and making necessary recommendations to management.

Points: 3 HIGHLY SATISFACTORY skill is indicated by: Experience in identifying procedural problems in Students Channel operations and making necessary recommendations to management.

Points: 2 SATISFACTORY skill is indicated by: Some experience in identifying procedural problems in Students Channel operations.

Points: 1 BARELY ACCEPTABLE skill is indicated by: Awareness of procedural problems in Students Channel.

Signature: _____ Date: _____